

## **TransLink<sup>®</sup> Management Group**

### **Minutes of Meeting on 11/26/07 at AC Transit**

Attendees: Deborah McClain for Rick Fernandez; AC Transit, Dorothy Dugger, BART; Celia Kupersmith, Golden Gate Bridge Highway and Transportation District; Steve Heminger, MTC; Mike Scanlon, SamTrans; Nathaniel Ford, SFMTA; Ann Carey for Michael Burns, VTA; and Jeanne Krieg, Tri Delta. Also in attendance was Robin Reitzes, Consortium Legal Counsel; and Karen Antion, Karen Antion Consulting.

1. Roll Call

The meeting started at 2:05 PM. Roll was called. A quorum was confirmed.

2. Minutes of TMG meeting of 8/27/2007 and 10/22/2007

The minutes from the TMG meetings of 8/27/2007 and 10/22/2007 were approved, 7 – 0. (Dugger not yet arrived).

3. Chairperson's Report

Mr. Ford reported that TMG Working Group held a meeting and reviewed an alternative to aspects of the current program and decided the alternative was not viable. Mr. Ford emphasized the importance of managing expectations for users of TransLink<sup>®</sup> and keeping a close watch on the schedule. He spoke about the issue of scalability of the back office with Phase 2.3 coming up, which the Contractor will address with a presentation under agenda item 9. Mr. Ford stated that the item for approval of the Water Emergency Transportation Authority as a General Member of the Consortium would be pulled from the agenda [see Items 4 and 5 below]. Mr. Ford asked Scott Rodda, TransLink<sup>®</sup> Program Director, to address the Contractor's situation in Sydney with Tcard, the smart card program there. Mr. Rodda said the Contractor was given a 30-day period to present a plan for cure. Mr. Heminger said he had spoken to Steve Gallagher, CEO of ERG and that default of the Tcard program is a possibility.

4, 5 General Member/Water Emergency Transportation Authority (WETA) Inclusion in Phase 2.4

Robin Reitzes, Consortium legal counsel, reported that a new Water Emergency Transportation Authority will be formed on 1/1/08 and a vote will be taken on application for General Membership to the Consortium. Mr. Heminger said that WETA is a new entity, and currently does not have fare collection equipment. Ms. Kupersmith said once WETA does join the Consortium they will very quickly have boats and fare collection equipment. Mr. Scanlon reminded the TMG that it had passed a resolution to suspend new general memberships so as not to diffuse the effort to rollout TransLink<sup>®</sup>. Mr. Heminger recommended that the TransLink<sup>®</sup> Operating Group form a group to deal with the issue of prioritization of accepting new General Members and non-transit projects such as parking and garages.

6. TransLink® Program Director Report

Mr. Rodda distributed a project status report detailing TransLink® activities and achievements. Highlights included: increases in activity in all aspects of the TransLink® system; vehicle onboard equipment installation at SFMTA is 80% complete; Phase 2.3 IIT is complete with a few minor issues to clear; final planning for Phase 2.3 software deployment; IIT and BART's Revenue Test are in progress; and installation of AT&T circuits at Caltrain and BART is well underway. Mr. Rodda said I6 testing has the potential to move BART's Phase 2.3 Revenue Ready date out five weeks based on the software build schedules for BART's FCE and Cubic.

7. TransLink® Customer Experiences

David Dick, MTC staff, distributed a presentation about the TransLink® customer experience. Ms. Kupersmith asked if customer online management of accounts would be an option in the future. Mr. Rodda replied that website improvements will be rolled out in stages, and that online management is further down on the list of upgrades. Mr. Ford asked about the number of Customer Service Representatives (CSR's). Wendy Rager of MOT/ERG replied there are currently 8 CSR's.

8a. TransLink® Operating Group (TOG) Report/Finance Committee

Deborah McClain of AC Transit, and Finance Committee Chief, gave an update on Finance Committee activities. She reported on a 30-day extension of Karen Antion Consulting Contract for Consortium Support and discussion on the proposed Revenue Test.

Mr. Heminger stated that he would not be willing to recommend to his board the continuation of funding for the Consortium assistance contract currently held by Karen Antion Consulting, past its present period of performance unless there was a competitive procurement process. He recommended that this process get underway so that it could be completed by February.

After further discussion, Mr. Ford recommended (and the TMG members concurred) that 1) the TMG and its committee chairs review and comment on the current scope of work 2) the TMG Working Group move forward with the procurement process, and 3) MTC administer the RFP process and the contract.

8b. Design Review and Implementation Committee (DRAIC)

Keith Roan of VTA, DRAIC Chief, gave an update on DRAIC and CIMS activity. He reported that there was a meeting planned in December to discuss the status of the CIMS recommendation.

8c. Schedule Committee

Gary LaBonte of BART, Schedule Committee Chief, distributed a handout detailing TransLink® Contract Milestones, and a table showing monthly and cumulative changes in the 2.3 operator revenue ready schedule. He reported on the following: no SamTrans schedule had been submitted; he expected a slip of up to two months on Phase 2.3

revenue ready due to software problems in the test lab; and his belief that no work is being done on VTA as it is most likely unresourced.

9. TransLink® Service Bureau (TSB) Phase 2.3 Operations

Art Kostaras, Director of Americas of ERG, distributed and presented a handout detailing Contractor support of Phase 2.3 Operations for TransLink®. Mr. Ford pointed out that TransLink® is more complicated than Boston and Washington, D.C., so scalability may be more of an issue. Ms. Antion asked about the number of calls the TSB receives and Wendy Rager (title) of ERG said she would get back to the TMG with the number.

10. BART Parking Solutions Using TransLink®

Tom Parker of BART presented and distributed a report on three options to integrate BART parking with TransLink®. Mr. Ford asked if moving ahead with ERG will interfere with the rollout of TransLink® and if there would be the need for a card in addition to the TransLink® card. Mr. Heminger said the first option, the BART Smart Card Parking Program, would be able to be implemented more quickly but would use a BART backend. Option two would be more ideal but would take longer to complete. Ms. Dugger talked about BART's issues with DAS capacity and infrastructure. Mr. Heminger asked if BART could report back to the Consortium with information from Cubic about some of the technical issues regarding integrating TransLink® with the BART Smart Card Parking Program. Ms. Kupersmith requested specifics as to each parties' responsibilities and the impact on work already in place. Ann Carey of VTA requested information on hardware and software requirements.

11. TransLink® Smart Card Procurement

Mr. Parker presented and distributed a report on a TransLink® Procurement Study Update. Mr. Ford asked if the projections in the report take into account schedule delays. Mr. Rodda replied that they did, and also they also take into account the gradual rollout nature of the program. Mr. Ford stated that he would like the TMG to be years ahead of any large, strategic, smart card issues.

12. Integrated Fare Program

Booz Allen (BAH), the consultant hired by the SFMTA to perform the Regional Integrated Fare Study, has received feedback from the operators and the legislature. There will be a meeting regarding data collection next week. Ms. Dugger requested that the TMG get a report from the Fare Collection Task Force regarding questions that the legislature had about the mandate for the program. There was also a request to review what questions were put to the legislators and what the feedback was.

13. Transportation 2035 Plan Update: Phase 2 Planning Process

Mr. Heminger referred to the handout regarding the Phase 2 Status Report of the Transportation 2035 Plan, and requested that TMG members engage their respective staffs to help the MTC Commission determine policies and investment strategies that form the Transportation 2035 Plan's financial element.

14. Proposed TMG Meeting Schedule for 2008

Ms. Antion presented the 2008 meeting schedule for information.

15. Public Comment

Jerry Grace requested details about the RTC TransLink<sup>®</sup> card. Specifically, he wanted to know about the process for applying for a new card and moving a balance from an old card to the new card. Mr. Rodda said the balance would automatically be transferred.

16. Adjournment

The meeting was adjourned at 4:30 PM. The next meeting is scheduled for 2:00 PM on February 25 at BART in Oakland.

(Feb:Final TMG 11 26 07 Minutes legal 2.doc)